

THE 90-DAY SERVICE PROMISE | SATISFIED, OR WALK AWAY

Give us 90 days. Then you decide.

Not sure yet? We are. Sure enough to put our money where our service is.

Up front, every vendor says they will deliver. Then the signatures are on the dotted line, the confidence wanes, and there you are, stuck. We would rather prove, right out of the gate, that we will do what we said we would do for you. And if we do not, we made sure it costs us, not you.

When we say we come to work for you and with you, we mean it. So if we are not carrying our load, you should be able to walk away without being out our fees for work that did not satisfy you. That is the **90-Day Service Promise**, and we sign it with you when you start.

The job

Your system of record holds the image and the report. The work that still breaks is the loop *after* the report: the patient letter, the incomplete workup, the reminder, the tracking file, the audit packet. That loop is a performance job, not a records job. You already pay for it, in staff time and in the cost of a notice that went out late or not at all.

Mammologix is not a substitute for your physicians or your technologists. It is the operational work around their reports, done on time, to one standard, in a form you can inspect.

What we offer

- 1 We do the work we promised.**
We implement the services named in your agreement, support your team, and manage the workflows you entrust to us. You will see the work where your directors already look: letters that went out, loops that closed, files that are ready when someone asks.
- 2 We work with you until it fits.**
If something is not meeting your expectations, tell us in writing. We review it with you, make reasonable adjustments, and refine the workflow to match how your facility runs. You are not asked to live with a mismatch for the sake of a contract.
- 3 At 90 days, you may walk away.**
If we have had the chance to address your concerns and you are still not satisfied, you may end the service. No prolonged commitment. No argument about whether you should stay. We refund the Mammologix service fees for the 90-day evaluation period.

What this is, and what it is not. This offer is about your satisfaction with the services in your agreement. It is **not** a guarantee that a medical outcome, an inspection result, an accreditation decision, or a revenue target will be met. Those remain the facility's clinical and administrative responsibility, as the Terms of Service describe.

What the refund covers, and what it does not

Refunded if you walk away	Not refunded
The per-site start-up fee	Third-party pass-through costs spent on your behalf that Mammologix does not retain: USPS postage, certified and international mail, and courier or freight charges
Tracking, clarification, and lay letter generation fees (Self-Service and Premier) for the evaluation period	Custom programming or other out-of-scope work you approved on a separate written estimate
Any other standard Fee Schedule service fee billed for the evaluation period	Fees for service delivered after day 90

How the 90 days run

Day 1	The clock starts on your Service Start Date : the first day we process live production work for your site. We confirm that date to you in writing.
Days 1 to 90	We do the work. If something is off, tell us in writing and say what you expected. We have 15 days to address it with you.
By day 105	Still not satisfied? Send us written walk-away notice no later than 15 days after day 90. The day we receive it, the work stops.
Within 30 days of your notice	We wrap it up. Within 5 business days you have our list of open follow-ups and pending letters, so no patient is lost in the handoff. Within 30 days we refund the covered fees you paid (less any unpaid postage) and cancel any covered fees not yet paid.

The terms, in plain language

It is in writing. The Promise is a two-page rider to the Terms of Service that we both sign when you start. It names your site, your start date, and your deadline, and it controls over the no-refund language in the Terms. New client sites; one evaluation period per site.

If you walk away. Responsibility for tracking and patient notification returns to your facility the day the work stops. Letters already in production still go out, and our list of open follow-ups and pending letters reaches you within 5 business days.

Your data stays yours. The data export and the 90-day post-termination access window in the Terms of Service apply as written.

Everything else. The refund is the remedy under this Promise. It does not change the warranty, liability, or compliance responsibility sections of the Terms of Service, which govern in every other respect. Mammologix may change or withdraw the offer for sites that have not yet started service.

90 days. Our work. Your decision.

The comparison is not our fee versus zero. It is our fee versus the way this job is done now.

Schedule a conversation with our team. We will name the services in scope, the work you will be able to review, and the date your 90-day window begins. Ask to see the rider; it is on our site at mammologix.com/90-day-service-promise.

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